

AMENDMENTS TO THE SPECIFICATION:

Please amend the specification as follows:

Please modify the paragraph [023], as follows:

Although CRM 102 may be implemented as a single computer, CRM 102 may also consist[[s]] of a plurality of computers connected by network 106. For example, in a system environment with a plurality of customers, each of the customers may be provided with a computer providing access to some or all of the functions related to CRM 102. For example, the plurality of customers may be technicians at various locations, with the technicians requesting parts or other goods. Alternatively, the customers may be retailers selling sweaters at a local retail outlet, with each sale representing a request for another product to be stocked on the retailer's shelf.

Please modify the paragraph [060] as follows:

FIG. 7 depicts another diagram with exemplary steps for planning a delivery of goods, in accordance with systems and methods consistent with the present invention. FIG. 7 is similar to FIG. 5, except that it depicts the case of a rush order, e.g., deliver the requested good as soon as it is available. Since the sales order request is a rush order, planner 104 first performs a global availability check of all sources that can provide the requested good without any concern for trip duration. At this point, planner 104 provides to scheduling engine 114, a list of source[[s]] locations, material availability dates, and (if applicable) quantities of goods at each source location. Planner 104 may then select a source location based on, for example, earliest MAD (step 720). Planner 104 then provides the source location to scheduling engine 114 (labeled "SE" on FIG. 7)

for scheduling. Scheduling engine 114 then schedules forward using the source location, MAD, and destination location (step 723). As such, route generation engine 118 identifies routes and corresponding trips that depart on or after the MAD (step 725). The determined trips are then processed as described above with respect to steps 534-542. As such, the planner 104 is able to more flexibly schedule the delivery of a good that is requested by a customer.